

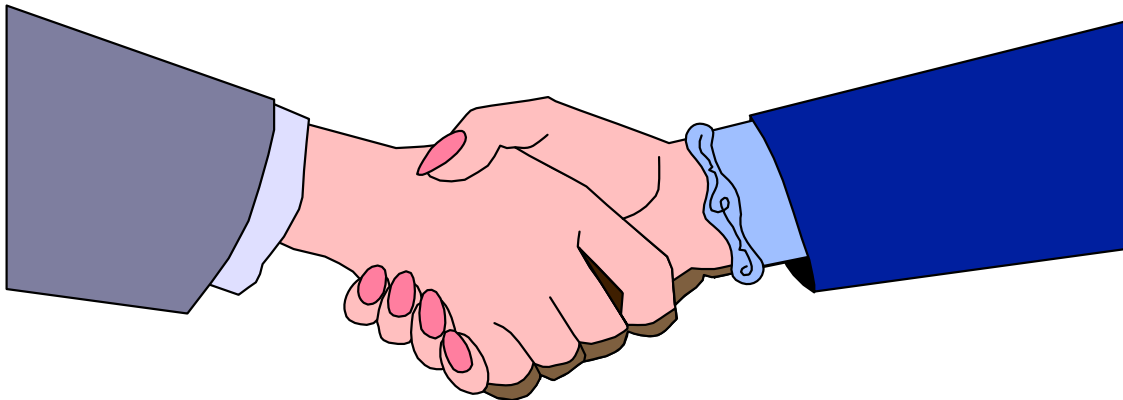
US ARMY HEALTH CLINIC SCHWEINFURT

INFORMATION HANDBOOK

For

**LEOPOLDINA KRANKENHAUS SCHWEINFURT
ST. JOSEF'S KRANKENHAUS SCHWEINFURT
ORTHOPEDIC HOSPITAL SCHLOSS WERNECK**

*General Information/Expectations Reference
Care On The Economy*



**MAKING THE MOST OF YOUR HOSPITALIZATION
YOUR HOST NATION PATIENT LIAISON CONNECTION**

***DSN 354-7016 / 6155 / 7062
CIV 09721-96-7016 / 6155 / 7062***

**After Duty Hours Contact the Community Operation Center
Building 206, Ledward Barracks
DSN 354-6708 – CIV 09721-96-6708**

EMERGENCY MEDICAL CARE AFTER DUTY HOURS

For after-duty hours emergency medical care you should go to:

Leopoldina Krankenhaus in Schweinfurt, Gustav-Adolf-Str. 8
Telephone (09721) 7200

St. Josef's Krankenhaus in Schweinfurt, Ludwigstr. 1
Telephone (09721) 570

Both hospitals provide free medical care for TRICARE Prime enrollees and cost-shared care for TRICARE Standard enrollees.

Leopoldina has the most specialized care and **should be your first choice** in the event of an emergency.

In the emergency area you will be asked to complete a TRICARE form and have a copy made of your ID card.

If you have symptoms related to the following problems, and you present to the Emergency Room, you will likely be referred to an outpatient physician on call or to another hospital:

- * **Psychiatry** – Referral to Werneck
- * **Ophthalmology** – Referral to outpatient on-call eye doctor *or* Uniklinik Würzburg
- * **ENT** – Referral to outpatient Ear/Nose/Throat doctor *or* Uniklinik Würzburg

It is important to understand that the Emergency Rooms for both Leopoldina and St Josef **do not** operate like an American Emergency Room. Unlike an American Emergency Room that may complete tests on an outpatient basis, many conditions/ illnesses will require hospitalization at local Host Nation facilities to complete diagnostic testing. An exception may be a minor injury/ illness – i.e., lacerations, fractured bones needing casting, or suturing on an outpatient basis. Please remember, like any emergency room, patients are seen according to medical priority and availability of the appropriate physician.

Following your exam, you will be admitted, referred, or released to follow up at the Health Clinic on Ledward Barracks. When released, either as an outpatient or at the end of your hospitalization, you will be given a medical report (discharge summary). Please take this letter to the Health Clinic on Ledward, PAD (Patient Administration Department) on the next workday so it can be sent off for translation. Also, schedule a followup appointment with your PCM (Primary Care Manager).

AMBULANCE SERVICE

If you have an emergency it is recommended you call **112**. If you live on post it is recommended you call the Conn Fire Department at **09721-87-711**. A translator is available 24 hours a day at the Conn Fire Department to request an ambulance for you. He/she will ensure the appropriate level of response by talking to the medical staff at the Bavarian Red Cross Emergency Station (BRK) and will coordinate with the MP Station **09721-96-114** to notify security to avoid delays at the security checkpoints. If you speak German, you may call the German Ambulance directly by calling **19222**.

Note: Do **not** call an ambulance just for transportation – you will be responsible for the bill. If you do not have a car and the unit and/or friends cannot take you to the hospital, call a Taxi at (09721) 16060 or 19410 or 74067.

WHAT TO PACK

If you are hospitalized you should bring the following items with you:

1. Towels and washcloths
2. Nightgowns/pajamas, robe
3. Slippers
4. Items for your personal hygiene
5. EUROS (for telephone or items you like to purchase)
6. Notebook and pen (for questions you want to ask the staff or Patient Liaison)
7. Books, magazines
8. Snacks
9. Water (if you do not like the German mineral water)
10. Dictionary (you also will be given a medical phrase booklet by the Patient Liaison)
11. Set of clothes to go home in
12. Medication(s) that you are presently taking

*Do **not** bring your own TV/video – all rooms have TV*

*Do **not** bring any jewelry or other valuables*

HOST NATION HEALTH CARE DIFFERENCES

1. The use of German Medical Facilities is not new, and patients should not assume that one method practiced by a group of Health Care Providers is better than another. German hospitals have provided emergency care and treatment that is not available at the US Military Treatment Facilities for many years.
2. German physicians are often not in the habit of explaining details to patients. They should answer all your questions when asked, but generally do not volunteer all results and information. Patients/parents need to be sure to ask doctors and nurses about their treatment plan. The Patient Liaisons are there to assist with the translation of your questions if needed.
3. For infection control purposes, when visiting, please do not lie in the hospital bed with or without the patient. In the pediatric wards, the parents may request an additional bed to sleep in at night. However, this is only possible if space is available. Please be respectful to the other patients who share the same room and respect their privacy and personal space.
4. Standards of privacy vary between German and American facilities. German physicians may not always use a chaperone when examining patients of the opposite sex. You may also be asked to undress while nursing staff is passing through the area. It is important to note that their standard of practice is, to them, just as proper as the US standard is to Americans.
5. Do not expect to be served American food or ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some EUROS so snacks or drinks can be purchased when needed.
6. Not all staff can, or should, be expected to speak English. Most of the staff may understand some English. If you speak slowly and avoid slang, you generally will be understood. Although you may not speak German, a **Hallo** (hello), **Guten Tag** (good day), **Guten Abend** (good evening), **Bitte** (please), **Danke** (thank you) go a long way!!!
7. Should TRICARE beneficiaries disagree with their treatment plan, they may sign an AMA (against medical advice) however, when the patient does so, the Host Nation Facility **cannot** be held responsible for upcoming medical problems/conditions. Active Duty may not sign an AMA.

PATIENT LIAISONS (PLs)

The US Army Health Clinic in Schweinfurt has several Patient Liaisons (PLs) serving the entire Schweinfurt Community. Their main purpose is to assist eligible beneficiaries who are hospitalized in Host Nation Medical Treatment Facilities (MTFs). They work Monday through Friday 0730 – 1600 hrs. One of the PLs is on call 24 hours a day, seven days a week, for emergencies and serious illnesses/injuries. They assist patients by:

- * Easing language barriers between the patient and the Host Nation providers
- * Answering questions regarding treatment, environment of care, and follow-up care to the best of their knowledge when doctors are unavailable
- * Assessing and interpreting patient concerns to determine specific needs for assistance
- * Determining required actions to improve the patient's physical and emotional well being
- * Conducting follow-up visits to assess progress made and/or plans for the patient's transfer to other hospitals/MTF
- * Assisting with the discharge of patients from the Host Nation Hospital

For non-emergency issues, PLs will make their rounds to your hospital on a daily basis (generally M-F). If you are admitted when the Health Clinic is closed for an emergency (potential loss of life, limb, or eyesight) the Host Nation Hospital will contact the PL. If the Health Clinic is closed and you require the assistance of a PL, please call the COC (354-6708) or let the Host Nation Hospital nursing staff know that you need assistance. The goal of the Patient Liaisons is to ensure that you receive the best care possible during your hospitalization.

LEOPOLDINA KRANKENHAUS

Leopoldina Krankenhaus was opened in 1981 at its present location and is one of the most modern and technologically advanced hospitals in Bavaria. Leopoldina has a total of 644 beds and 12 beds for dialysis patients. The different departments are:

Medical Clinic I – Cardiology, Nephrology, Pulmonology

Medical Clinic II – Gastroenterology, Oncology

Surgical Clinic I – Cardiology, Nephrology, Pulmonology

Surgical Clinic II – Trauma and Orthopedic Surgery

OB/GYN – Gynecology, Obstetrics, Breast Center

Urology

Neurosurgery – Craniocerebral Injuries, Brain Tumors, Cerebrovascular Diseases

Neurology – Stroke Unit

Center for Vertebral Stabilization

Pediatrics – Neonatal/Pediatric ICU – Juvenile Psychiatry, Cardiology, Pulmonology

Oncology

ENT – Only scheduled surgeries

Ophthalmology – Only scheduled surgeries

Oral and Facial Surgery – Only scheduled surgeries

Leopoldina Krankenhaus in Schweinfurt has a 24-hour, fully-staffed **Notaufnahme** (Emergency Room). Enter through the main entrance and tell the staff at the reception desk what medical problem you have. You will be told to go to:

Emergency Room – Notfallchirurgie – 1.UG (Untergeschoss = Underground)

or

Labor and Delivery – Kreissaal – 1.UG

or

Pediatric Emergencies – Kinderklinik – 2.OG (Obergeschoss = Above Ground)

or

Internal and Neurological Emergencies – Station 40 – 4.OG

or

Gynecological emergencies – Gynäkologie – Station 74 – 7.OG

LEOPOLDINA FLOOR GUIDE / DIRECTORY

Note: There are no signs posted to direct you to the correct floor. Please use the floor guide below.

FLOOR 8.OG	Kapelle Sky Café	Chapel Coffee Shop
FLOOR 7.OG	Gynäkologie Geburtshilfe	Gynecology Obstetrics
FLOOR 6.OG	Neurologie Neurochirurgie Urologie	Neurology Neurosurgery Urology
FLOOR 5.OG	Chirurgie	Surgery
FLOOR 4.OG	Medizinische/ Neurologische Aufnahme Medizinische/ Neurologische Intensiv Station	Medical/ Neurological Emergencies Medical/ Neurological Intensive Care Unit

	Stroke Unit (Schlaganfall)	Stroke Unit
FLOOR 3.OG	Innere Medizin Kardiologie	Internal Medicine Cardiology
FLOOR 2.OG	Kinderklinik Kinder Intensiv Station	Pediatrics Pediatric Intensive Care Unit
FLOOR 1.OG	Chirurgische Intensiv Station	Surgical Intensive Care Unit
FLOOR Erdgeschoss (Entry Level)	Pforte Aufnahme Kiosk Bankautomat Röntgen ESWL Labor Brustzentrum	Information / Front Desk / Patient Liaison Admissions Office Shopette Cash Machine X-Ray ESWL Laboratory Breast Center
FLOOR 1.UG	Notfallchirurgie Operations Räume	Emergency Room Operation Rooms
FLOOR 2.UG	Cafeteria Patientengarten Hubschrauber Landeplatz Frisör	Cafeteria Patient Garden Helicopter Landing Area Hair Dresser
FLOOR 3.UG	Pathologie	Pathology

Note: Each floor has 4 different wards. For example, 21, 22, 23, and 24 for the 2.OG

ADMISSION AT LEOPOLDINA KRANKENHAUS

For admission during regular working hours (0800 -1600 hrs), you need to report to the **Patientenaufnahme** (Patient Admissions). Enter Leopoldina through the **Haupteingang** (Main Entrance) and follow the sign **Patientenaufnahme** and/or the blue arrow. At the admissions office you will be asked to complete a claim form and the staff will make a copy of your ID card. You will be given directions to your ward and also paperwork to take to the nursing staff. The staff at the **Patientenaufnahme** should speak English.

Note: Birth registration is also completed at the **Patientenaufnahme**.

VISITORS

Visiting hours **Normal Stationen** (Regular Wards) are 1000 – 2000 hrs daily

Visiting hours **Intensive Stationen** (ICU Wards) are 1400 – 1800 hrs daily

Visiting hours **Kinderklinik** (Pediatric Ward) are 1100 – 2000 hrs daily

Visiting hours **Kinderintensiv** (Pediatric ICU) are 1100 – 2000 hrs daily

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times (i.e., no jumping on beds, tables or chairs, no running in the hallways, etc.). The patient should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of the other patient in your room. Please do not use the patient's toilet. There are toilets in the hallway marked **WC**.

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the second floor.

If you do not want to receive visitors, please tell the nursing staff.

TELEPHONES

Leopoldina offers telephones. This service will be charged to the patient. If you are interested in getting a phone card, please check with the **Rezeption** (reception desk) at the main entrance.

Charges: One-time-deposit for the chip card is 12.00 EUROS. You will get the money back when you return the chip card.

Basic fee per day: 01.00 EURO

Phone fee per unit: 0.10 EURO

Your phone card can be loaded at the machine next to the main entrance.

TELEVISION

Most of the patient's rooms have television and it may be used free of charge. Privately owned, portable TV's may **not** be used at Leopoldina.

On some wards TV's are not allowed for reasons of possible detrimental effects on the health of some patients.

PARKING

Please use the parking garage on Hennebergstraße (next to Leopoldina). For a short period of time, and in the area of the ambulance entrance, parking is allowed. This parking is **ONLY** for *handicapped patients* and *emergent cases*. Expect to pay your parking in EURO'S.

GASTRONOMIC SERVICES

1. The cafeteria "Piazza Leopoldina" with sun-terrace is located on the 2nd floor

Hours of Operation

Monday – Friday 0700 – 1900 hours

Saturday, Sunday, German Holidays 0930 – 1900 hours

2. Cafe "Leoncino" is located on the 12th floor

Hours of Operation

Tuesday – Sunday 1300 – 1900 hours

RELIGIOUS SERVICES

Sundays and Holidays: 0900 hours - Protestant Service

Sunday: 1000 hours - Catholic Service

Wednesday: 1830 hours - Catholic Service

The chapel is located on the 12th floor.

SMOKING

Smoking is prohibited in all patient areas, hallways and lobbies. Smoking is only allowed in a special area at the cafeteria or / and in the *Raucherzimmer*.

OVERNIGHT STAY AT LEOPOLDINA

Spouses may **not** stay in the patient's room overnight. In the *Kinderklinik* (Pediatric Clinic), one parent is allowed to stay at night and a bed will be provided (dependent on availability). There will be no extra charges if your child is 10 years old or younger.

DIRECTIONS TO LEOPOLDINA KRANKENHAUS

"Krankenhaus" means "Hospital" in German.

Address: Gustaf Adolf Str. 8 Schweinfurt
Telephone: 09721-7200

1. Exit Ledward Barracks through the front gate. You will be on Niederwerrner Strasse.
2. Make a U-Turn at the first light, making Ledward Barracks on the left and McDonald's on the right.
3. Continue straight on Niederwerrner Strasse through four traffic lights.
4. At "5 Points" intersection, which has five directions to choose from, stay in the lane that proceeds straight.
5. After one more traffic light, oncoming traffic is divided by a median. Get into the left lane. By now you will see signs to the Krankenhaus.
6. Stay in the left lane and turn left at the traffic light. Follow the signs to Bamberg Highway (26)(303). The Hotel Panorama is on the right.
7. Take a left at the next traffic light (**not** the U-Turn left). The Shell station is on the right.
8. Drive up the hill; the hospital will be on your left. The German word for "emergency" is "Notaufnahme."

Note: There is a parking garage available, but for emergencies please use the *Notaufnahme* entrance.

ST. JOSEF'S KRANKENHAUS

St. Josef's Krankenhaus has a total of 260 beds. The different departments are:

Internal Medicine – Nephrology, Gastroenterology, Cardiology

Obstetrics/ Gynecology

General Surgery – Plastic Surgery, Visceral Surgery,

Orthopedics

ENT (Ear, Nose and Throat)

Palliative Medicine

ST. JOSEF'S DIRECTORY

FLOOR 4	Gynäkologie/Geburtshilfe	Gynecology, Obstetrics
FLOOR 3	Innere Medizin Chirurgie	Internal Medicine Surgery
FLOOR 2	Innere Medizin	Internal Medicine

	HNO (Hals, Nasen, Ohren) Patientenaufnahme	ENT (Ear, Nose, Throat) Admissions Office
FLOOR 1	Kreissaal Intensiv Station	Labor and Delivery Intensive Care Unit
GROUND FLOOR	Haupteingang Notaufnahme Kiosk Kapelle	Main Entrance Emergency Room Shoppette Chapel

ADMISSION AT ST. JOSEF' S KRANKENHAUS

The *Patientenaufnahme* is located on the second floor. As you get off the elevator it is right ahead of you.

Hours of Operation

Mon – Fri 0730 – 1630 hours

Saturday 0800 – 1130 hours

Sunday **Closed**

At the *Patientenaufnahme*, you will be asked to complete a TRICARE claim form and show your ID card, which needs to be copied. You will be given directions to your ward and also paperwork to take to the nursing staff.

Note: Birth registration is also completed at the *Patientenaufnahme*.

VISITORS

Visiting Hours – Regular Wards

0800 – 2000 hours

Visiting Hours – ICU Wards

1030 – 1230 hours

1630 – 1800 hours

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times (i.e., no jumping on beds, tables or chairs, no running in the hallways, etc.). The patient should **not** have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of the other patient in your room. Please do **not** use the patient's toilet. There are toilets in the hallway marked **WC**.

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the second floor.

If you do **not** want to receive visitors, please tell the nursing staff.

TELEPHONES

St. Josef's Krankenhaus offers telephones for each patient. This service will be charged to the patient. If you are interested in getting a phone card, please check with the admissions office.

Charges: The deposit for the chip card is 10.00 EUROS. You will get the money back when you return the chip card.

Basic fee per day: 01.00 EURO

Basic fee per unit: 0.10 EURO

Phone cards can be loaded at the machines next to the elevators on each floor.

TELEVISION

All patient rooms have television and it may be used free of charge. Privately owned, portable TV's may **not** be used at ST. Josef's Krankenhaus.

There are no TV's in the ICU ward.

PARKING

You may use the marked parking places around St. Josef's Krankenhaus. You may also park in the parking garage (in front of the main entrance).

The charges are:

First hour	01.00 EURO
Every 30 min afterwards	00.50 EURO not exceeding 07.50 EUROS per day
Saturday and Sunday	30.00 EURO (for 48 hrs total)

GASTRONOMIC SERVICES

The Cafeteria is **not** open to the public. In the lobby, at the main entrance, you will find a small shopette with some tables and chairs if you would like to get refreshments and/or snacks.

SMOKING

Smoking is prohibited in all patient areas, hallways and lobby.

OVERNIGHT STAY AT ST. JOSEF'S KRANKENHAUS

Spouses are **not** allowed to stay in the patient's room unless they ask for a single bedroom. In this case, an extra bed may be available and you will be charged approximately 95.56 EUROS per day, which includes three meals. TRICARE does **not** pay for this service. TRICARE will only pay for a room with two patient beds in it.

If you would like to stay with your child overnight, there will be no charges for the extra bed. Meals are **not** included. This service is available for parents of children 12 years and younger.

DIRECTIONS TO ST. JOSEF'S HOSPITAL

Telephone: 09721-570

1. Exit Ledward Barracks through the front gate. You will be on Niederwerrner Strasse.
2. Make a U-Turn at the first light, making Ledward Barracks on the left and McDonald's on the right.
3. Continue straight on Niederwerrner Strasse and turn right at the first light after the McDonald's, which is Richard Wagner Strasse.
4. AT the next light, take a left, which is Ignaz Schoen Strasse.
5. At the 2nd light, take a right. There is a video shop and the Stein Apotheke (Wilhelm Strasse). St. Josef's Hospital is right in front of you at Ludwig Strasse #1. Parking is across the street.

ORTHOPEDIC HOSPITAL SCHLOSS WERNECK

The Hospital Schloss Werneck specializes in orthopedic surgery (adults and children) and trauma surgery. It is one of the largest orthopedic clinics in Germany with a total of 153 beds and more than 3000 surgeries each year.

Specialties are:

Hip, knee and shoulder endoprosthesis
Arthroscopic operations of all joints, traumatology
Pediatric orthopedic operations (i.e., foot deformities, hip dysplasia)
Spinal operations (intervertebral disc surgery, including minimally invasive procedures, spondylodesis)
All types of orthopedic surgery for rheumatism

The treatment/care at Schloss Werneck is divided into five departments:

- Inpatient care
- Outpatient care
- Outpatient (ambulatory) surgeries
- Emergency care (24/7)
- Physical therapy

ADMISSION AT SCHLOSS WERNECK

For admission during regular working hours (0800 – 1600 hours), report to the *Patientenaufnahme* (patient admissions). Enter the hospital through the main entrance (Ehrenhof). You will find the *Patientenaufnahme* in the right wing of the hospital. You will be asked to complete a claim form and a copy of your ID card will be made. The staff should speak English and will direct you to your ward/room.

OVERNIGHT STAY AT SCHLOSS WERNECK

Spouses are **not** allowed to stay in the patient's room unless they ask for a single bedroom. In this case, an extra bed may be available and you will be charged approximately 50.00 EURO per day, including three meals. This service is **not** covered by TRICARE. Only a room with two patient beds will be covered by TRICARE.

VISITORS

Visiting Hours – Regular Wards
0900 – 2000 hours daily

Visiting Hours – ICU Wards
0800 – 2000 hours daily

Note: Sometimes you will have to wait before you can visit the patient due to the different patient care procedures in ICU.

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times (i.e., no jumping on beds, tables or chairs, no running in the hallways, etc.). The patient should **not** have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of the other patient in your room. Please do **not** use the patient's toilet. There are toilets in the hallway marked **WC**.

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the first floor.

Visitors are expected to leave the room when physicians make their rounds.

If you do **not** want to receive any visitors, please tell the nursing staff.

TELEPHONES

Schloss Werneck offers telephones in all rooms. This service will be charged to the patient. If you would like to get a phone card, please pull a chip card out of the card machine next to the *Patientenaufnahme* (patient admissions).

Charges: The deposit for the chip card is 10.00 EUROS. You will get the money back when you return the chip card.

Basic fee per day: 0.87 EURO

Phone fee per unit: 0.14 EURO

There are **no** cell phones allowed within the hospital.

TELEVISION

Most of the patient's rooms have television and it may be used free of charge.

PARKING

The parking area for visitors is at the end of Werneck on B 19 towards Würzburg.

GASTRONOMIC SERVICES

On the first floor of the hospital you will find a Café. The hours of operation are 1130 – 1700 hrs daily. The hospital cafeteria is not open to the public.

SMOKING

Smoking is prohibited in all patient areas and hallways. There is a *Raucherzimmer* (smoker's room) on the first floor.

DIRECTIONS TO THE HOSPITAL IN WERNECK (B 19)

Exit the main gate at Ledward Barracks. Take a right at Niederwerrner Str. and drive towards Conn Barracks. Continue straight until you reach the entry lane of A 70. Stay on A 70 until you reach the Werneck exit. Drive on B 19 and follow the sign to the town of Werneck (approximately two km). Stay on the main road and the hospital (looks like a castle) will be on your left. Continue until you reach the large parking lot (on your left) at the end of town.

GENERAL INFORMATION FOR ALL HOSPITALS

MEDICATIONS

If you are currently taking medications, inform your physician immediately. If possible, bring them with you to the hospital for your doctor to see as there could be adverse reactions with other medications that may have been ordered.

On some occasions you may be given medication for the entire day in the morning. The medication may be placed in a plastic dispenser which is marked ***morgens*** (morning), ***mittags*** (noon), ***nachmittags*** (afternoon), ***abends*** (evening). If you are unsure of the medication that you are receiving or how and when to take it, ask the Hospital staff or the Patient Liaison. Be sure to inform the physician and/or staff about any allergies (i.e., medication, food, latex, environmental).

When visiting the Host Nation Hospital as an Outpatient you may be given medication to last until the next working day. More likely, if you require medication as an outpatient, your physician will write you a prescription. Prescriptions must be filled at the ***Apotheke*** (German pharmacy). After hours, you will be given the address of the on-duty ***Apotheke*** in Schweinfurt. You can go to any ***Apotheke*** to get your prescription filled ***but*** you will be asked to pay (EUROS only) for your medication. Keep your receipt and prescription and take them to the TRICARE office at the Health Clinic on Ledward Barracks. Your receipt will be submitted to TRICARE for reimbursement.

* ***Stein Apotheke***, Friedrich-Stein-Str. 7-9 (behind St. Josef's Hospital)

Telephone (09721) 21318

Hours of Operation

Mon – Fri 0830 – 1800 hours

Saturday 0830 – 1300 hours

Sunday **Closed**

Opening hours for German pharmacies are usually 0800 – 1800 hours.

One of the 24 ***Apotheken*** (pharmacies) in Schweinfurt is on call every day (including weekends and holidays) for a 24-hour period (0800 – 0800 hours next day).

PATIENT CONFIDENTIALITY

Host Nation Providers have very similar strict confidentiality rules. Only physicians are allowed to give you and your family members medical information. They will allow the ***Patientenbetreuer*** (Patient Liaison) to assist and translate. They understand that the Patient Liaisons are bound by the same patient confidentiality rules. The Patient Liaison will have you sign a ***privacy act release*** form, which is written in both English and German. Please read it before you sign. Also, please understand that the German staff and/or Patient Liaisons are **not** allowed to give any medical information to Commanders, other military staff, family support groups, etc. without your written consent.

STAFF

PHYSICIANS

Physicians usually have nametags and wear long white lab coats. You will find that many of the physicians speak English. Your daily care will be given by the ***Stationsarzt*** (ward physician). You also will be visited by the ***Oberarzt*** (senior physician) and/or ***Chefarzt*** (chief of staff) on a daily basis. In addition, there may be interns accompanying the physicians on the rounds at Leopoldina as it is a teaching hospital in connection with the Wuerzburg University Hospital. You should remain in your room until rounds are completed. If you are scheduled for an examination/test, the hospital staff may request for you to stay in your room until called. If you leave your room/ward, please notify a nurse and let them know where you are going. The time of the daily rounds varies from ward to ward.

NURSES

Each ward has a ***Stationsleitung*** (Chief Nurse). You will be taken care of by a ***Schwester*** (female nurse) or ***Pfleger*** (male nurse). Most wards have also student nurses since there is a nursing school at Leopoldina and St. Josef. The nursing staff wears nametags and white uniforms (except for ICU wards). The nursing staff may not speak as much English as the physicians, though this can vary from ward to ward and shift to shift. Often they understand more than they can speak – please speak slowly and avoid slang. The nursing staff is there to carry out physicians' orders, monitor your status, and assist you with your medical needs. If you have asked the ***Schwester/Pfleger*** for something and they have not responded within 10-15 minutes, ask again. There is a limited number of staff and they may be involved with something else or they may need to speak to a physician first about your inquiry.

As in our system, the nursing staff is not allowed to give you medical information (i.e., test or lab results). This information will be given to you by the physician. If you are uncertain whether you understand the nurses or they understand you, call the ***Patientenbetreuerin*** (Patient Liaison) for assistance.

Nurses in Host Nation Facilities are not allowed to put in an IV line, give IV medication or draw blood. This is done by a physician. The exception is special ICU trained nurses.

LEAVING YOUR ROOM

When you are feeling better and able to leave your room, please dress appropriately. Stay in your room until all the testing is completed and the physicians have made their rounds. This varies from ward to ward. If you leave the ward, you need to let the staff know. Once you are admitted, you are **not** allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases, you might be given a pass for a few hours or the weekend. This only can be decided by your physician, and you will have to sign a waiver for liability reasons.

FLOWERS

Although you may love flowers, please ask your visitors not to bring too many or flower bunches that are too large as the nursing personnel might be hindered in the performance of their work. Vases for flowers are available at all wards. Please ask the nursing staff.

The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.

CELL PHONES

The use of cell phones is **not** allowed since it might affect the function of the medical-technical equipment.

ALCOHOL

Do **not** drink any alcohol during your hospitalization without the permission from your physician. Alcohol can cause adverse reactions with some medications.

HEALTH INSURANCE FOR VISITORS

Health insurance for visitors may be obtained through ADAC (German Automobile Club). It is recommended that you get the insurance at least one week prior to the arrival of your family members. These are the different price categories (prices subject to change):

Age 66 and below – Coverage For:

1 Month	48 EURO
2 Months	69 EURO
3 Months	97 EURO

4 Months	199 EURO
5 Months	277 EURO
6 Months	355 EURO

Age 66 and above – Coverage For:

1 Month	118 EURO
2 Months	178 EURO
3 Months	296 EURO

ADAC's Service Telephone and Internet

0180 5101112

www.adac.de

CONTACT INFORMATION QUICK REFERENCE

Civilian Prefix: 09721-96-XXXX

DSN Prefix: Ledward 354-XXXX / Conn 353-XXXX

Emergencies	112
Conn Fire Department	09721-87711
MP Station	114
Ambulance	19222
Central Appointments	7901
Military Sick Call	6722
Behavioral Health	6231
Public Health Nurse	1750
Dental Clinic	1720
Social Work Service	6276
Sexual Assault & Response Line	0162-271-1413
Werneck Orthopedic Hospital	09722-210
Leopoldina Krankenhaus	09721-7200
St. Josef Krankenhaus	09721-570
Landstuhl Hospital Information	0637-186-7184

Pharmacy Refills DSN 486-5601 or 00800-7446-2500

Patient Liaisons After Hours 6708

Health Clinic Commander 6222

Chief Nurse 6771

XO 6564

Clinic NCOIC 7085

PATIENT ADVOCATES

TRICARE 6638

Patient Administration Division 6658

SCHEDULE / CANCEL APPOINTMENTS for TRICARE Beneficiaries

www.tricareonline.com

TRICARE

Nurse Case Manager 7061

Nurse Case Manager Assistant 6638

Health Care Finder (Referrals) 6638 / 6835

Beneficiary Counselor and Assistance
Coordinator (Billing) 6539 / 6979

Medical Service Coordinator (Enrollments) 6687 / 6560

Host Nation Patient Liaison 7016 / 6155 / 7062 /
6922 / 6914

TRICARE 24-Hour Personal Health Advisor (RN) 0800-825-1600